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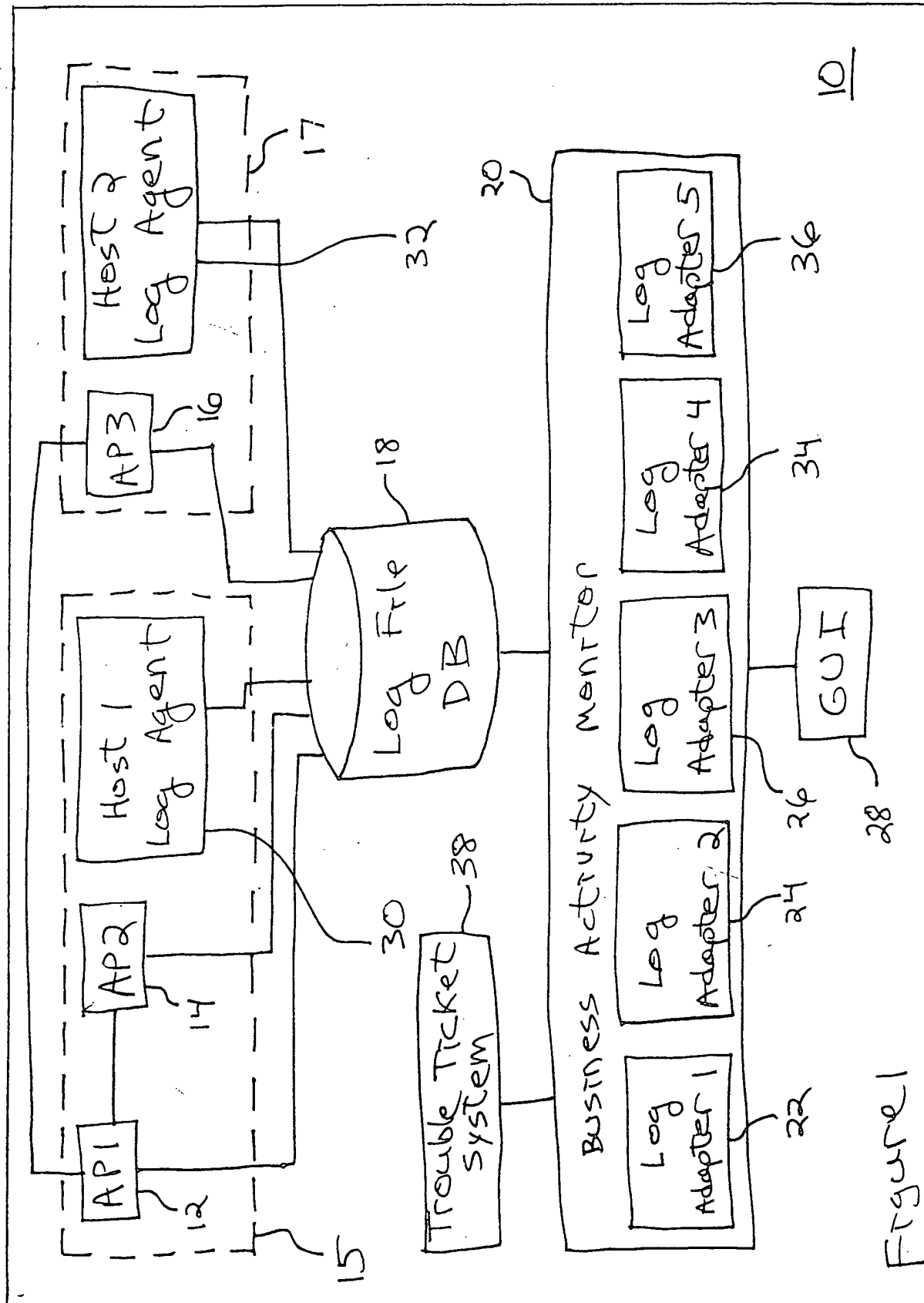
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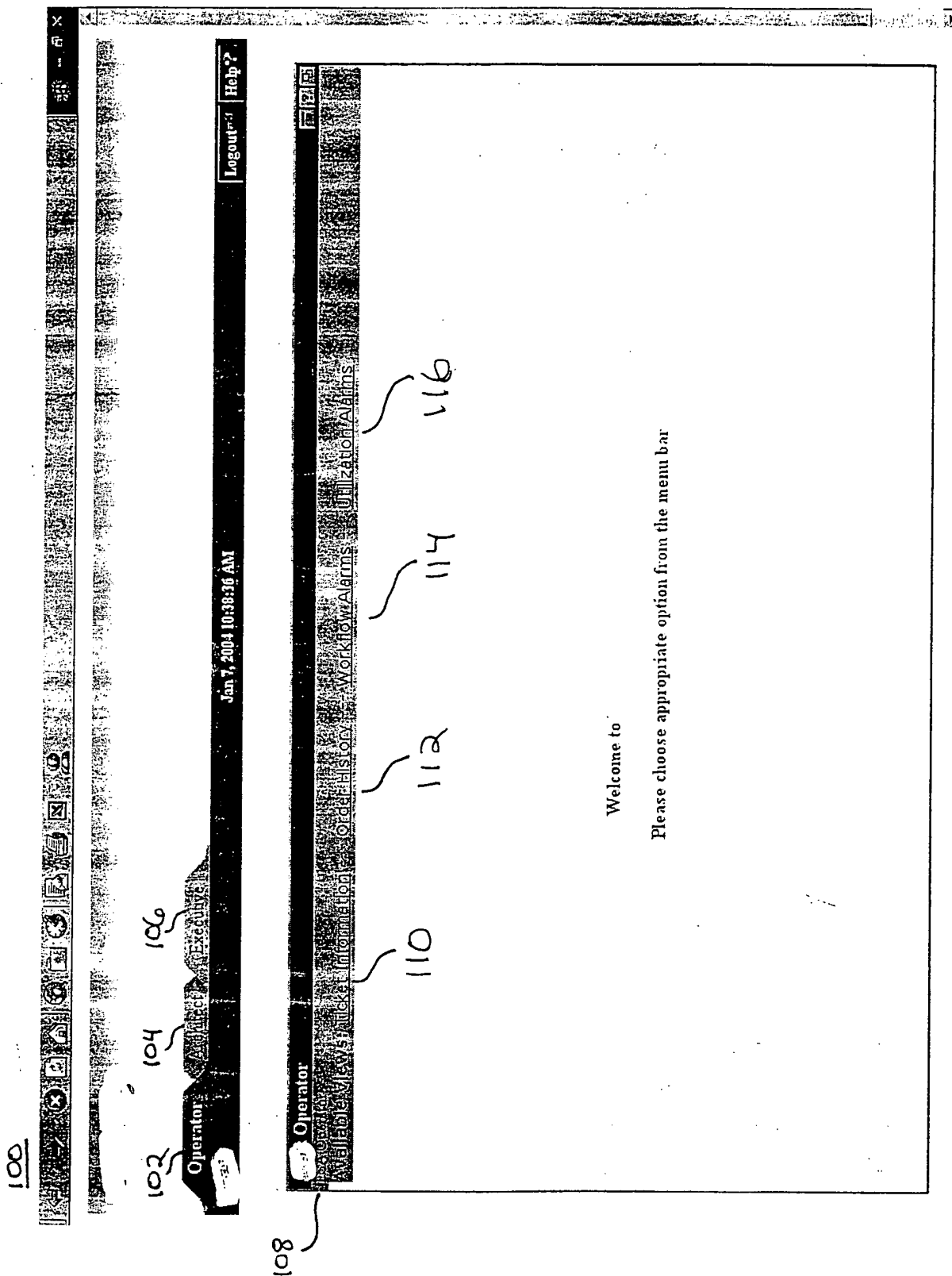


Figure 2

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150

Operator Jan 7, 2004 10:43:37 AM Logout Help?

Available Views Work Item Information Order History Workflow Alarms Utilization Alarms

Order History

Order ID:

Service Package ID:

Service Order ID:

Circuit ID:

Submit

Figure 3

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158

X
-
F1 F2 F3 F4 F5 F6 F7 F8 F9

Operator

Architect Executive

Jan 7, 2004 10:43:37 AM

Logout

Help?

Operator

Operator

Available Views: Ticket Information Order History Workflow Alarms Utilization Alarms

Order History

Workflow Alarms Utilization Alarms

Order History

Workflow Alarms

Utilization Alarms

Order ID:

152

Service Package ID:

154

Service Order ID:

156

Circuit ID:

158

Submit

170

168

166

164

176

174

172

This data is provided for demonstration purposes only.
Severity is assigned by using a random number generator.

Order ID	Order Type	CIS	GB	OM	FMS	SMS2
000013452	Install	In: 07/21/2003 10:25AM Out: 07/21/2003 11:00AM	In: 07/21/2003 10:28AM Out: 07/21/2003 11:00AM	In: 07/21/2003 10:37AM Out: T/S	In: 07/21/2003 10:45AM Out: T/S	In: 07/21/2003 10:45AM Out: T/S
000034531	Disconnect	Out: 07/25/2003 09:23AM	In: 07/25/2003 09:28AM Out: T/S	In: 07/25/2003 10:00AM Out: T/S	In: 07/25/2003 10:15AM Out: T/S	In: 07/25/2003 10:15AM Out: T/S

Figure 4

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200

Operator

Architect

Executive

Jan 7, 2004 10:41:37 AM

Logout

Help?

Operator

Available Views: Market Information | Order History | Workflow Alarms | Utilization Alarms

Workflow Alarms 204

202

208

This data is provided for demonstration purposes only.

Order ID	Application	Execution Time (HH:MM:SS)	Severity Level
5466	Running Control Broker (CJ)	514 days 20:08:45	0
000003278	Running Information Broker (FMS)	146 days 20:12:15	0
5278	Running Control Broker (CJ)	146 days 20:09:03	0
1212	Running Control Broker (CJ)	146 days 20:09:01	0
5350	Running Information Broker (FMS)	146 days 20:08:07	0
3978	Running Control Broker (CJ)	146 days 20:07:40	0
5406	Running Control Broker (CJ)	146 days 20:07:02	0
5512	Running Control Broker (CJ)	146 days 20:07:00	0
5468	Running Control Broker (CJ)	146 days 20:06:32	0
000003468	Running Information Broker (FMS)	146 days 20:04:45	0
000003978	Running Information Broker (FMS)	146 days 20:04:41	0
000003512	Running Information Broker (FMS)	146 days 20:04:40	0
5773	Running Control Broker (CJ)	141 days 20:47:01	0
5772	Running Control Broker (CJ)	141 days 19:59:41	0
5770	Running Control Broker (CJ)	141 days 19:59:39	0
5555	Running Control Broker (CJ)	141 days 03:11:41	0
1231	Running Control Broker (CJ)	141 days 02:07:40	0
5777	Running Control Broker (CJ)	140 days 22:15:27	0
5781	Running Control Broker (CJ)	140 days 21:19:24	0
9999	Running Control Broker (CJ)	140 days 01:10:10	0

Figure 5

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250

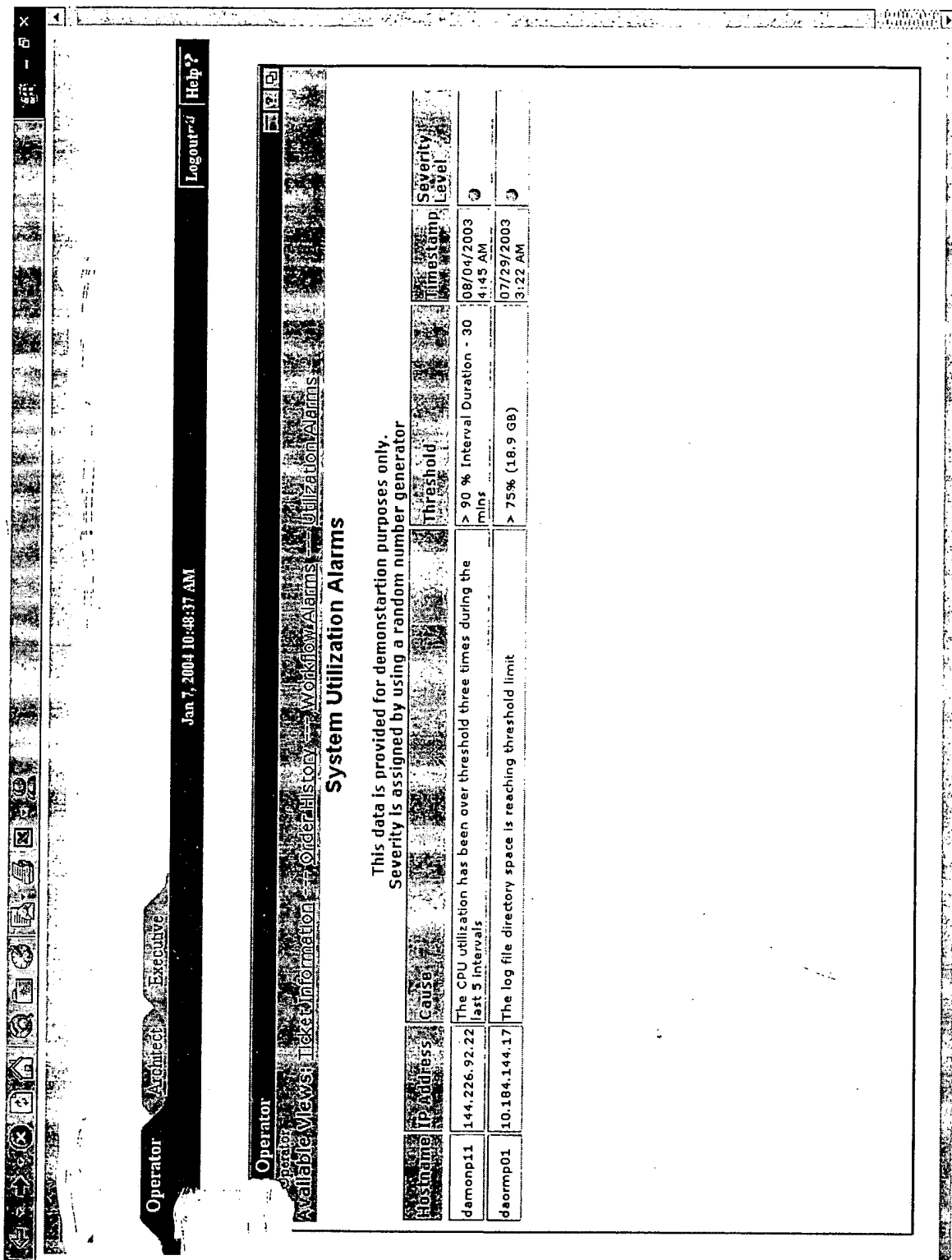


Figure 6

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300

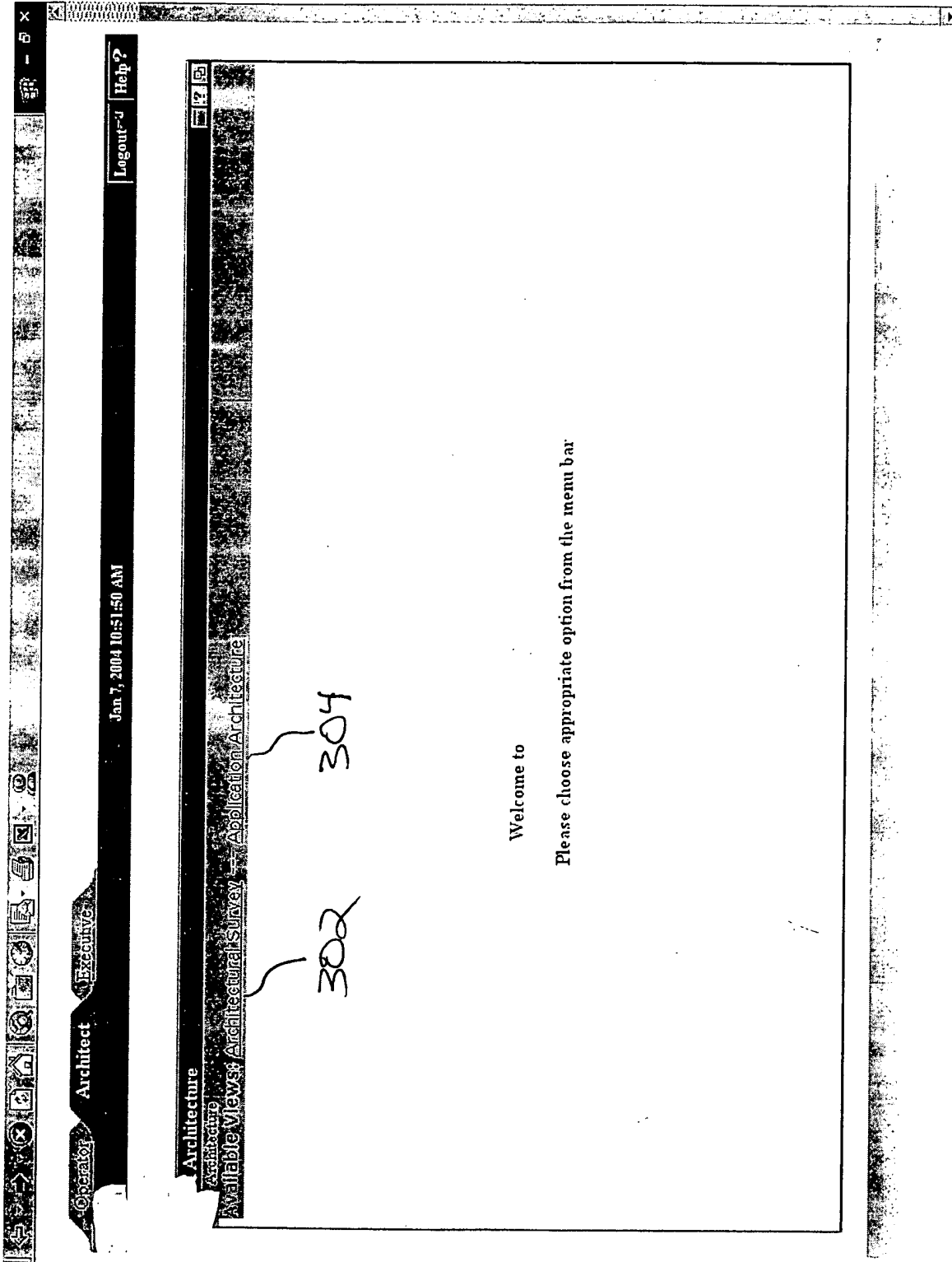


Figure 7

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350

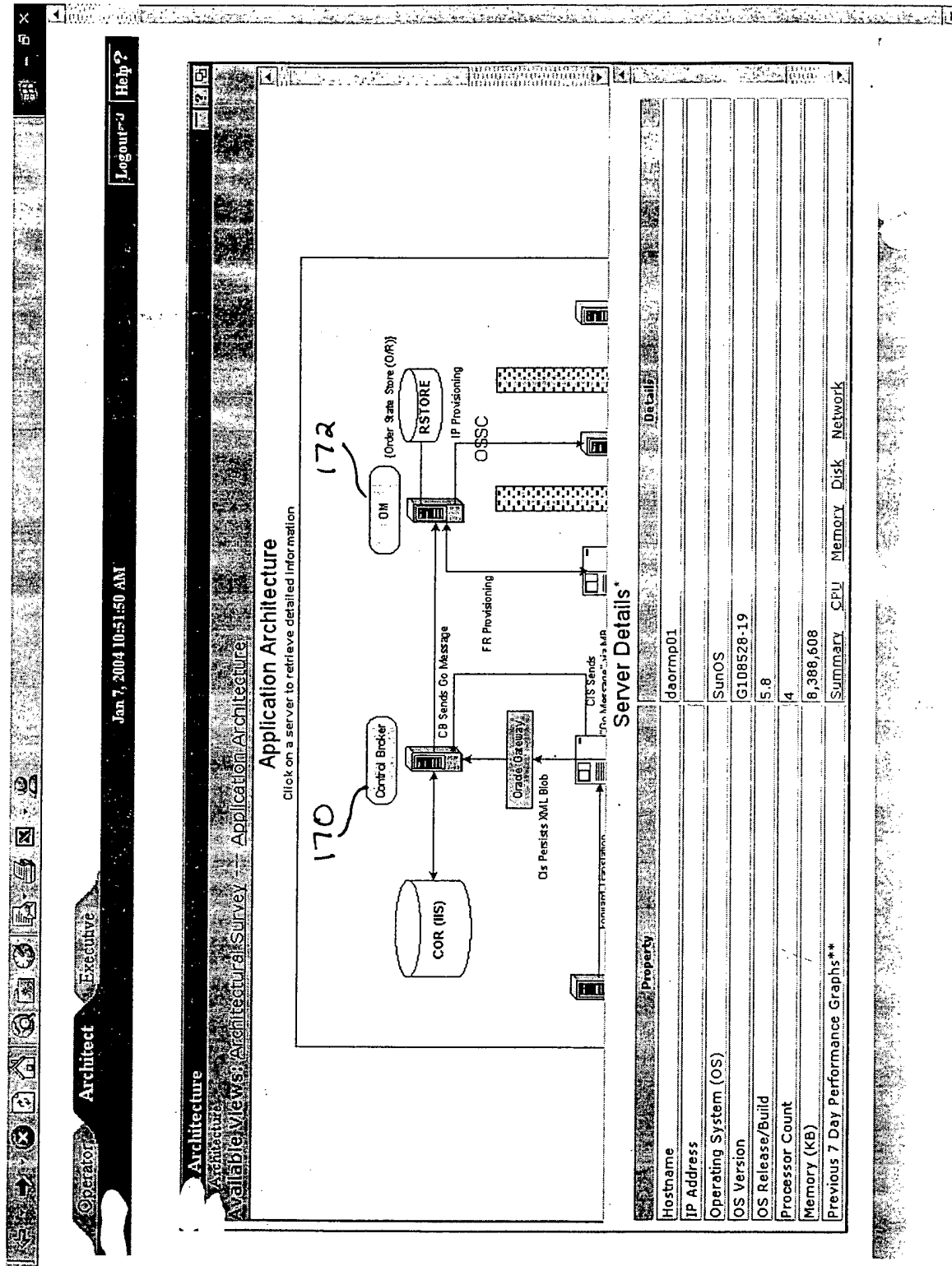


Figure 8

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400

Operator Architect Executive

Jan 7, 2004 10:57:30 AM Logout: J Help?

Order History

Select an Order Type: IP Install Orders

Submit

400

404

Figure 9

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450

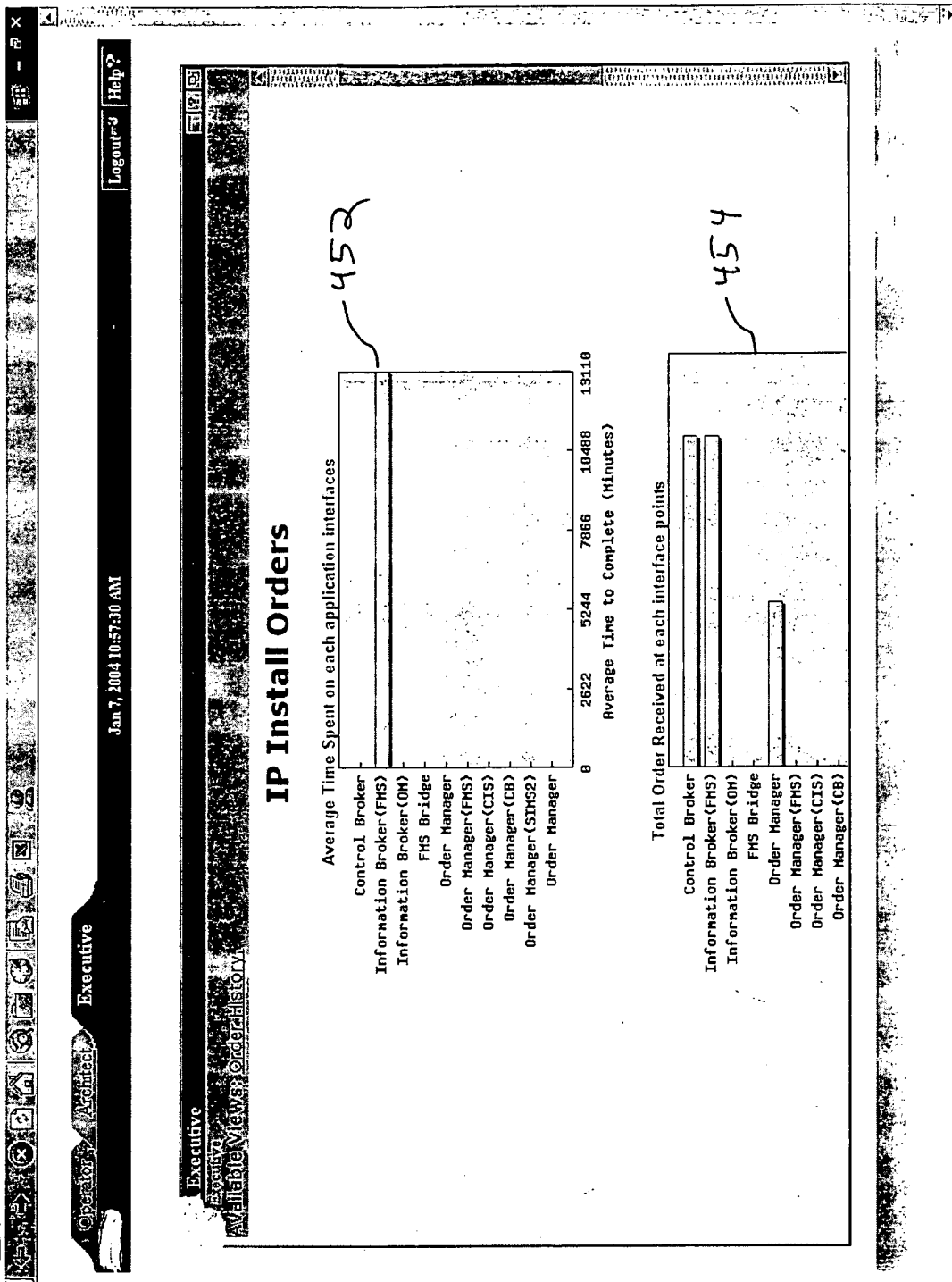


Figure 10

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450

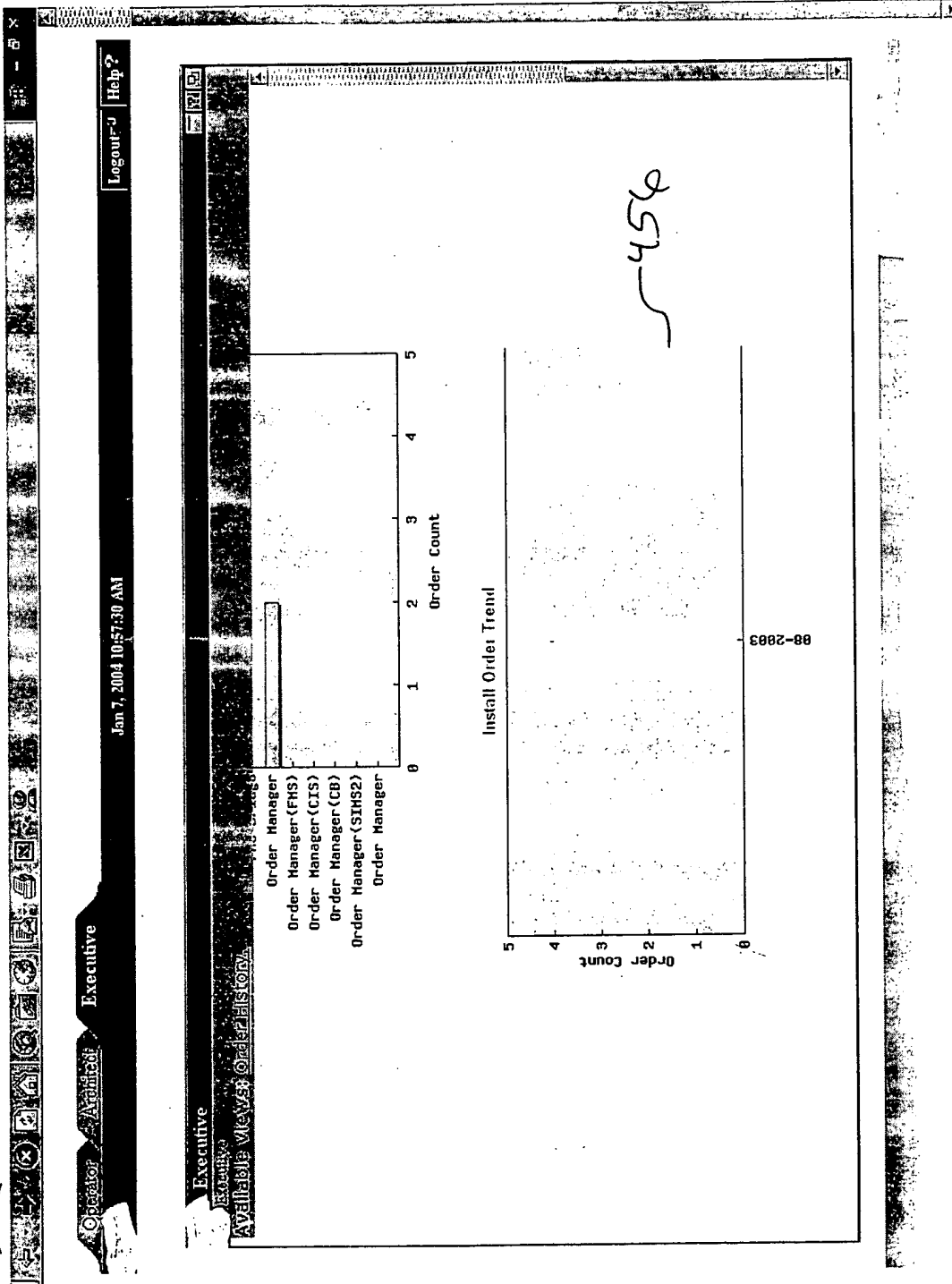


Figure 11

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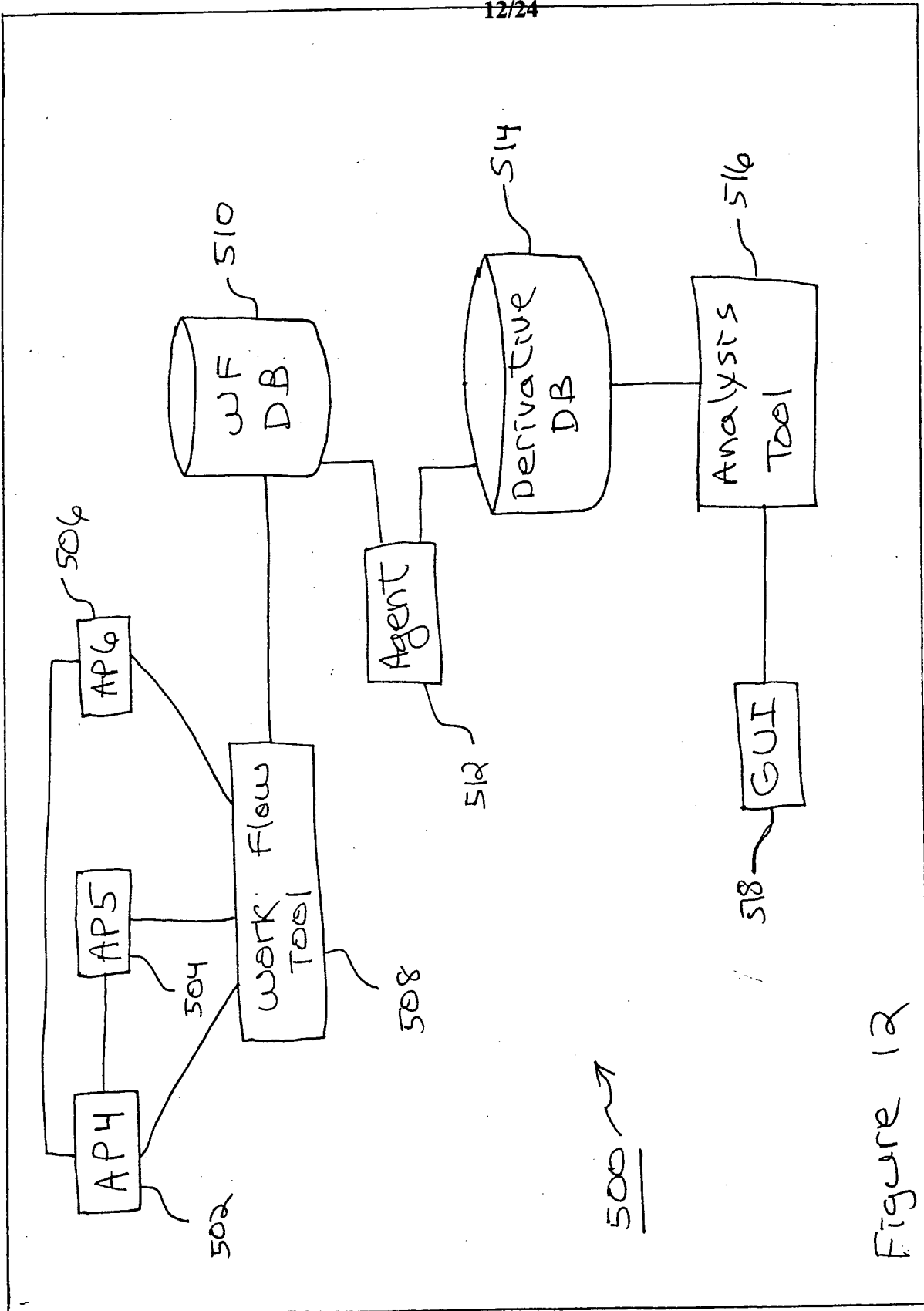


Figure 12

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550

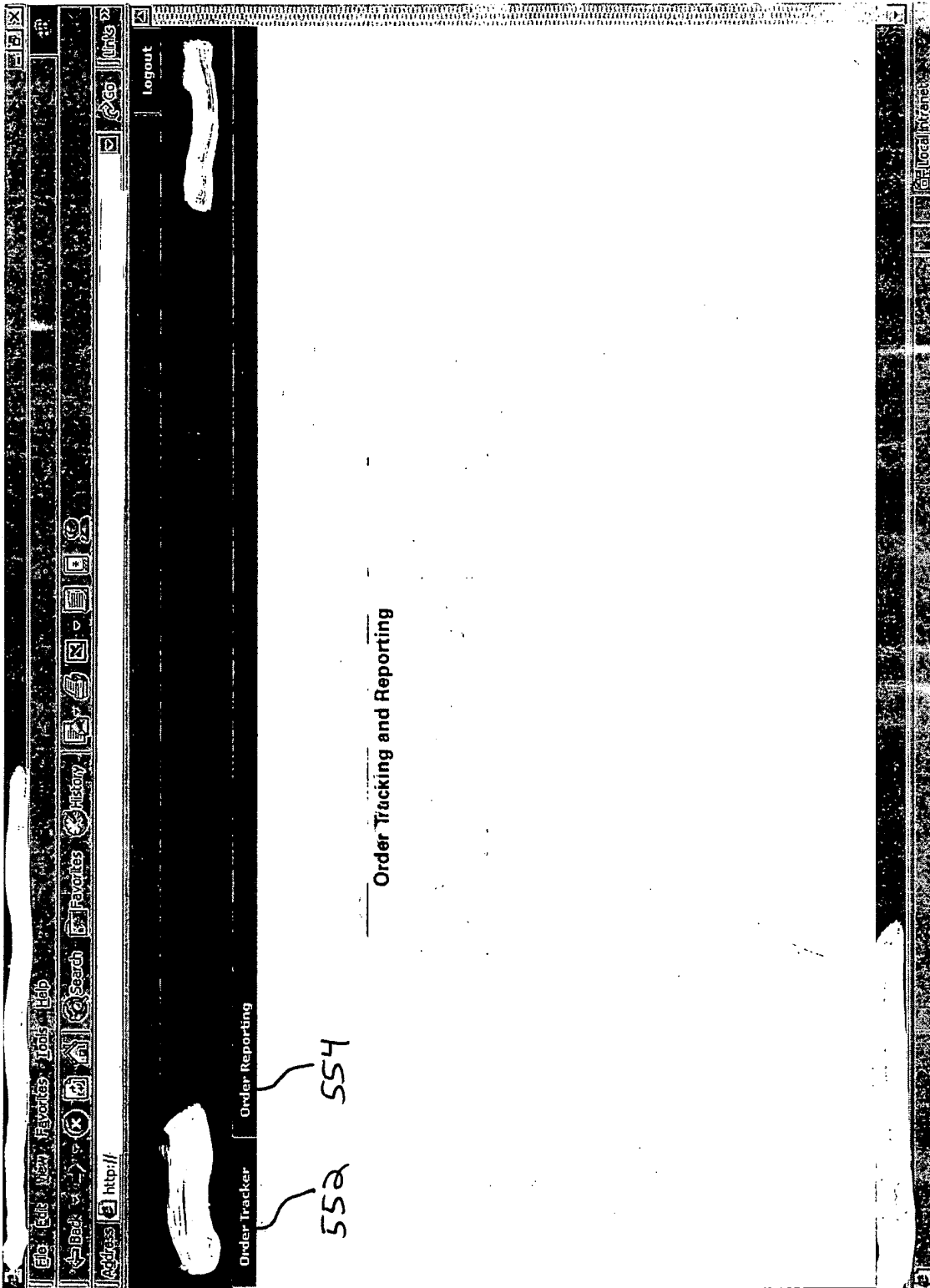


Figure 13

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Order Tracker

Order Reporting

Search for an order by entering SOURCE SYSTEM ORDER ID or SERVICE ORDER ID or COMPONENT ID.

Search For Order

SOURCE SYSTEM ORDER ID (FTIN):

SERVICE ORDER ID:

COMPONENT ID:

Search

Logout

Local intranet

Figure 14

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Address http://

Logout

Order Tracker Order Reporting

Click on the search results link to view additional order information.

Search Results

Source System Order Id S01D1	Service Order Id 001112227	Mon 11	Product Type FR	Order Type ADFR	Action Code ADD ON	Order Entry Time 2003-10-07 11:27:00
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Figure 15

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590

592
594
596
598

View Order Status
Order Detail
View Component List
Back to Search Results

ADD_ON FR ORDER

Order Detail

Product Type	FR
Order Type	ADFR
Action Code	ADD_ON
Service Order Id	001112227
Source System Order Id	SOLD1
MON	11
Order Entry Time	2003-10-07 11:27:00

Component Type	Num Components
VIRTUAL	1

Logout

Local Intranet

Figure 16

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Order Tracker Order Reporting

ADD_ON FR ORDER

Component List

Source System Order Id: SOID1
Service Order ID: 00112227
Order Entry Time: 2003-10-07 11:27:00

CATEGORY	TYPE	ID	STATUS	ORDER_TIME
VIRTUAL	VC	014422	FMSComplete-complete	2003-10-07 11:27:00

622

View Order Status
Order Detail
View Component List
Back to Search Results

Figure 17

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630

File Edit View Favorites Tools Help

Address

Back Forward Stop Reload Home Search History Favorites Links

Order Tracker

Order Reporting

ADD_ON FR ORDER

View Order Status

Order Detail

View Component List

View Component Status

Wilestone Duration

Back to Search Results

632

634

Component Status

Service Order ID: 001112227

Component Type: VC

Component ID: v14422

FMSReceived

FMSAck

FMSComplete

Not Started

In Progress

Rejected

Completed

Not Applicable

Required

Optional

Logout

Local Intranet

Figure 18

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650

Order Tracker Order Reporting Logout

ADD_ON FR ORDER

Component Milestone Duration

Service Order ID: 001112227
Component Type: VC
Component ID: v144422

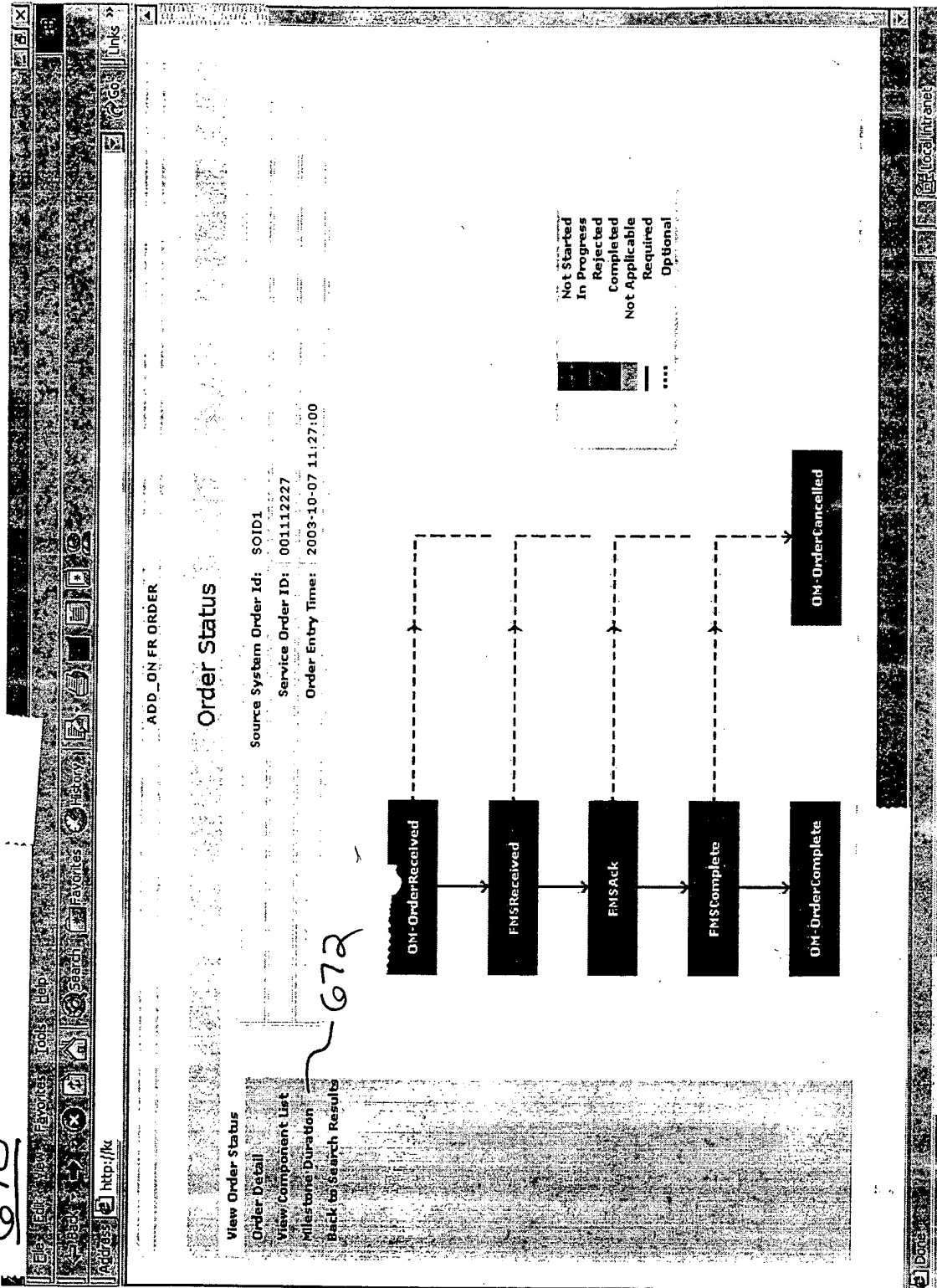
Milestone Name	Entry Time	Exit Time	Duration
FMSReceived	2003-10-07 11:27:00.0	2003-10-07 11:27:09.0	0.0:9
FMSAck	2003-10-07 11:27:09.0	2003-10-07 11:27:39.0	0.0:30
FMSComplete	2003-10-07 11:27:39.0	2003-10-07 11:27:44.0	0.0:5

View Order Status
Order Detail
View Component List
View Component Status
Milestone Duration
Back to Search Results

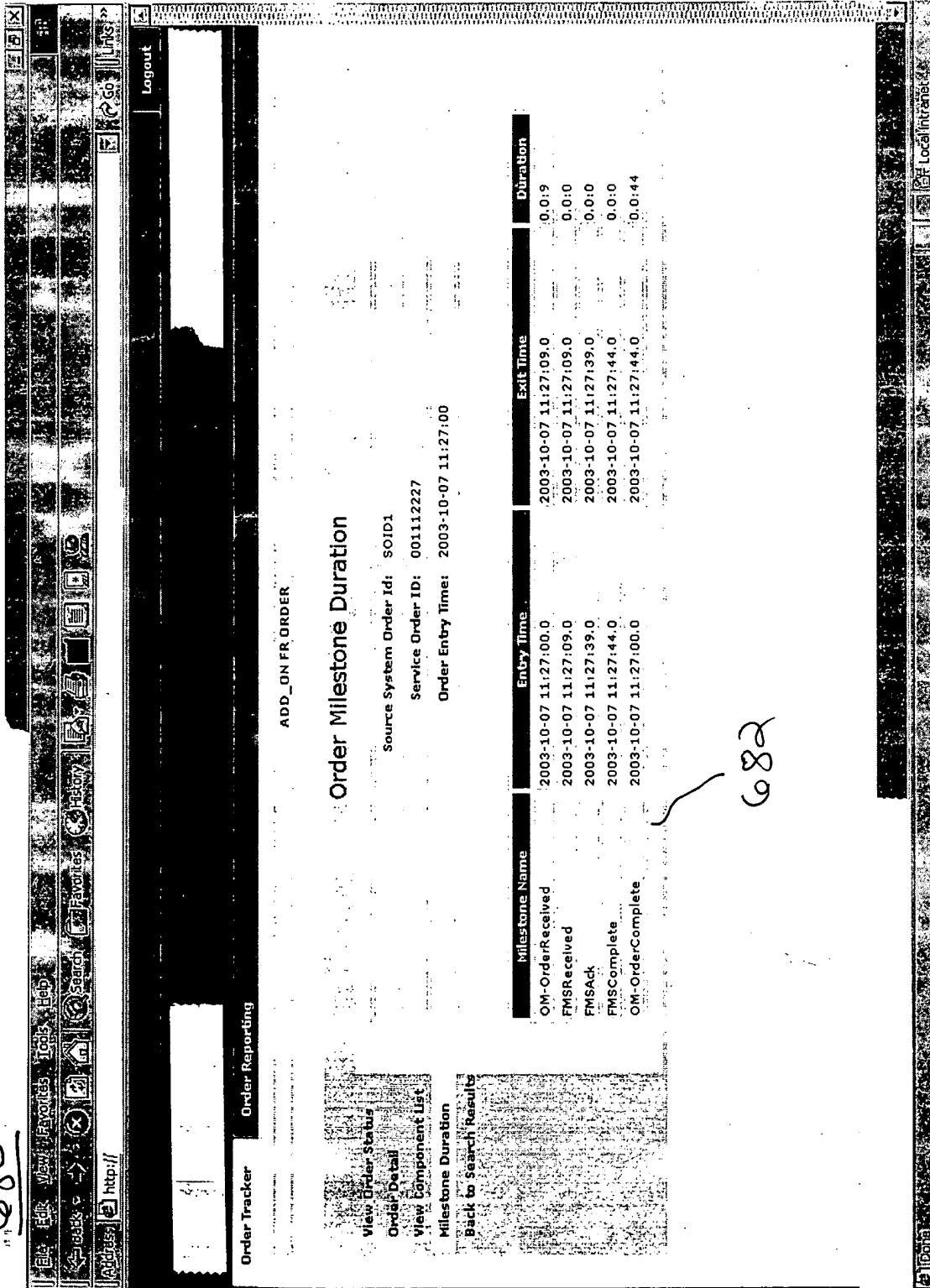
652

Figure 19

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720

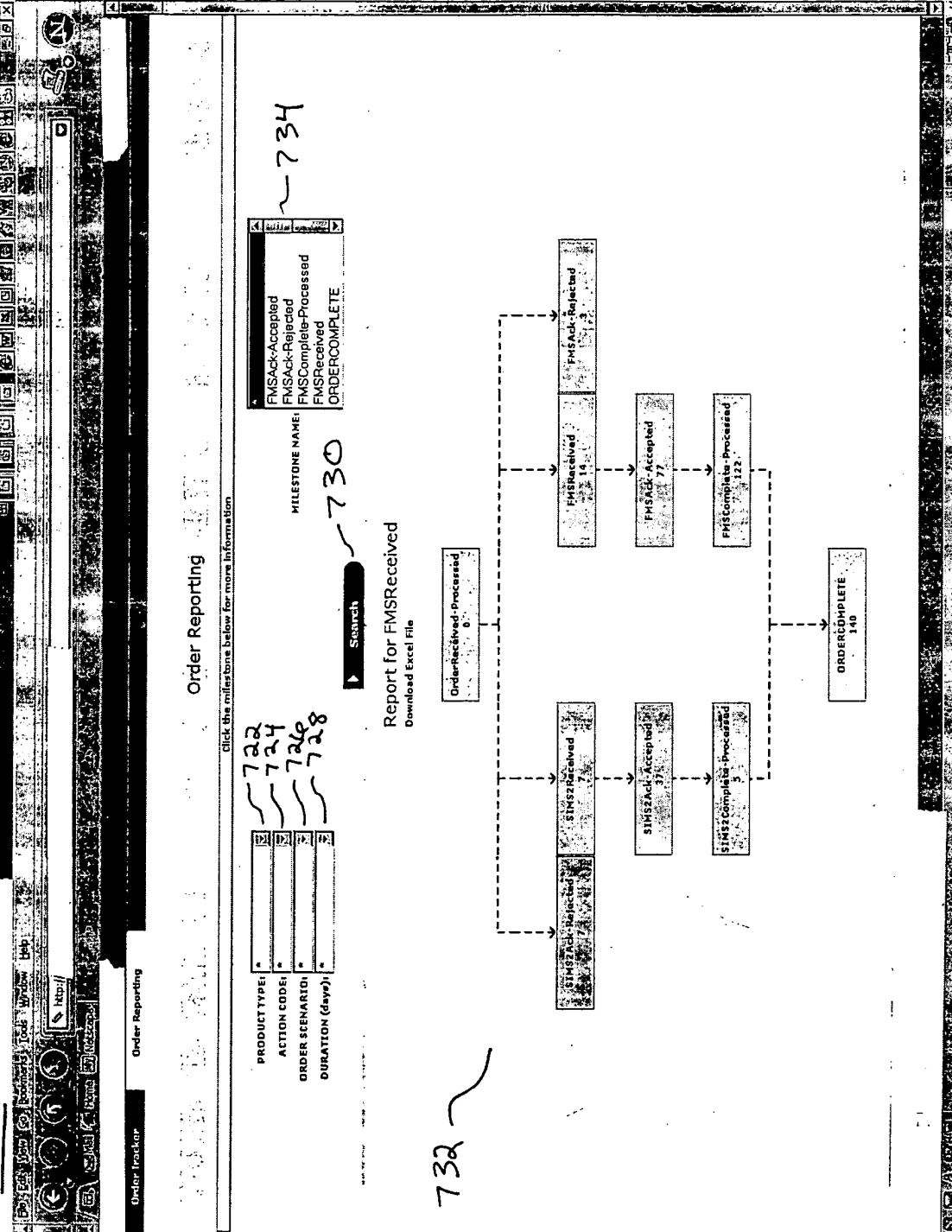


Figure 22

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760

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://f

Logout

Order Tracker

Order Reporting

Click the report results link to see the order detail or click Download Excel File link to download the results.

Order Reporting

VIEW: ServiceOrder

PRODUCT TYPE: *

ACTION CODE: *

ORDER SCENARIO: *

DURATION (days): *

MILESTONE NAME:

FMSAck-Accepted

FMSAck-Rejected

FMSComplete-Processed

FMSReceived

OM-OrderCancelled

Search

762

764

766

Report for SIMS2-OrderComplete-Processed

Download Excel File

Product Type	Order Type	Action Code	Service Order ID	Source System Order ID	Milestone Name	Order Entry Time	Duration
IP	INIP	INSTALL	002114007	SOID22	SIMS2-OrderComplete-Processed	2003-10-03 16:45:00	9 day(s) 16:40:24
IP	INIP	INSTALL	1322	000004094	SIMS2-OrderComplete-Processed	2003-06-24 15:53:11	54 day(s) 16:52:15
IP	DNIP	INSTALL_COORD_DOWNGRADE	1338	000004131	SIMS2-OrderComplete-Processed	2003-06-25 16:22:47	69 day(s) 17:49:44
IP	INIP	INSTALL	932	000002933	SIMS2-OrderComplete-Processed	2003-05-29 11:12:29	54 day(s) 16:43:56
IP	INIP	INSTALL	939	000002955	SIMS2-OrderComplete-Processed	2003-05-30 00:00:52	54 day(s) 16:48:18
IP	INIP	INSTALL	9999	11	SIMS2-OrderComplete-Processed	2003-09-30 10:00:00	12 day(s) 22:49:52
IP	DCIP	DISCONNECT	disconnect1	SSOID3	SIMS2-OrderComplete-Processed	2003-10-09	3 day(s)

Local Intranet

Figure 23

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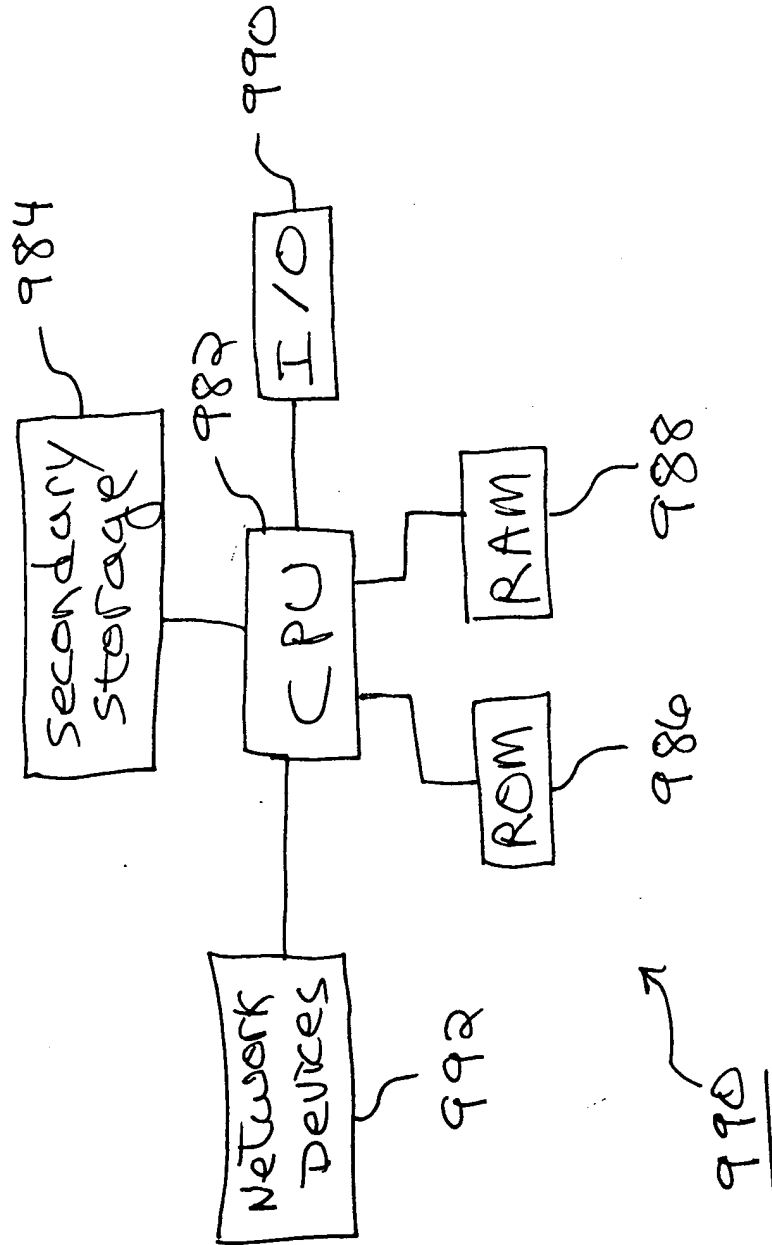


Figure 24